Amendments to the Claims

1   Claim 1 (currently amended): A method of using geospatial operations of a geospatially-enabled

2   database system to analyze a service level management system ("SLMS"), comprising ~~steps of~~:

3   collecting, from each of a plurality of probes, a plurality of measurements pertaining to a

4   plurality of service offerings of the SLMS, wherein each of the service offerings comprises a

5   plurality of collaborations among processes of the SLMS, each of the collaborations comprises a

6   plurality of key process indicators representing the processes of the SLMS, each of the key

7   process indicators represents at least one of the processes of the SLMS, and each one of the

8   probes is associated with a different one of the key process indicators;

9   programmatically constructing a geospatial ~~objects~~ cube from the collected measurements,

10   wherein:

11   a first dimension of the geospatial cube comprises a first collection of planes, each

12   of the planes in the first collection representing, for each of the service offerings of the SLMS and

13   a particular time from among a plurality of times at which the measurements were collected, a

14   service offering metric computed from the measurements collected at the particular time;

15   a second dimension of the geospatial cube comprises a second collection of planes,

16   each of the planes in the second collection representing, for each of the service offerings of the

17   SLMS and a particular value of the service offering metric, each of the plurality of times at which

18   the measurements were collected and at which the particular value occurred for that service

19   offering; and

20   a third dimension of the geospatial cube comprises a third collection of planes,

21   each of the planes in the third collection representing, for each of the plurality of times at which

22 the measurements were collected and a particular one of the service offerings of the SLMS, the

23 service offering metric computed from the measurements collected at that time for the particular

24 one of the service offerings; and

25   analyzing the processes of the SLMS by using the constructed ~~objects~~ cube as input to

26 geospatial operations provided by the geospatially-enabled database system.

Claims 2 - 17 (canceled)

1 Claim 18 (currently amended): A system for using geospatial operations to analyze a service level

2 management system ("SLMS"), comprising:

3   a geospatially-enabled database system stored on computer-usable storage; ~~, operable on~~

4 ~~at least one computer;~~

5   means for collecting, from each of a plurality of probes, a plurality of measurements

6 pertaining to a plurality of service offerings of the SLMS, wherein each of the service offerings

7 comprises a plurality of collaborations among processes of the SLMS, each of the collaborations

8 comprises a plurality of key process indicators representing the processes of the SLMS, each of

9 the key process indicators represents at least one of the processes of the SLMS, and each one of

10 the probes is associated with a different one of the key process indicators;

11   means for programmatically constructing a geospatial ~~objects~~ cube from the collected

12 measurements, wherein:

13   a first dimension of the geospatial cube comprises a first collection of planes, each

14 of the planes in the first collection representing, for each of the service offerings of the SLMS and

15 a particular time from among a plurality of times at which the measurements were collected, a

16 service offering metric computed from the measurements collected at the particular time;

17 a second dimension of the geospatial cube comprises a second collection of planes,

18 each of the planes in the second collection representing, for each of the service offerings of the

19 SLMS and a particular value of the service offering metric, each of the plurality of times at which

20 the measurements were collected and at which the particular value occurred for that service

21 offering; and

22 a third dimension of the geospatial cube comprises a third collection of planes,

23 each of the planes in the third collection representing, for each of the plurality of times at which

24 the measurements were collected and a particular one of the service offerings of the SLMS, the

25 service offering metric computed from the measurements collected at that time for the particular

26 one of the service offerings; and

27 means for analyzing the processes of the SLMS by using the constructed ~~objects~~ cube as

28 input to geospatial operations, wherein the geospatial operations are provided by the geospatially-

29 enabled database system ~~and the constructed objects comprise 2-dimensional planes and at least~~

30 ~~one 3-dimensional cube~~.

Claims 19 - 21 (canceled)

1 Claim 22 (new): The method according to Claim 1, wherein the analyzing further comprises

2 comparing the cube to a reference cube that represents allowable values for the service offering

3 metric.

1   Claim 23 (new): The method according to Claim 1, wherein the service offering metric comprises

2   meeting a service offering objective.

1   Claim 24 (new): The method according to Claim 1, wherein the service offering metric comprises

2   failure to meet a service offering objective, and wherein the analyzing further comprises

3   comparing the cube to a reference cube that represents allowable service offering failures for the

4   service offering metric.

1   Claim 25 (new): The method according to Claim 1, wherein the analyzing further comprises

2   invoking at least one of the geospatial operations to drill down from the cube to a particular one

3   of the planes in the first, second, or third collection to obtain information about the plurality of

4   collaborations.

1   Claim 26 (new): The method according to Claim 25, further comprising invoking at least one of

2   the geospatial operations to drill down from the particular one of the planes to obtain information

3   about the plurality of key process indicators.

1   Claim 27 (new): A computer program product for using geospatial operations of a geospatially-

2   enabled database system to analyze a service level management system ("SLMS"), the computer

3   program product embodied on one or more computer-usable storage media and comprising:

4   computer-usable program code for collecting, from each of a plurality of probes, a

5 plurality of measurements pertaining to a plurality of service offerings of the SLMS, wherein each

6 of the service offerings comprises a plurality of collaborations among processes of the SLMS,

7 each of the collaborations comprises a plurality of key process indicators representing the

8 processes of the SLMS, each of the key process indicators represents at least one of the processes

9 of the SLMS, and each one of the probes is associated with a different one of the key process

10 indicators;

11 computer-usable program code for constructing a geospatial cube from the collected

12 measurements, wherein:

13   a first dimension of the geospatial cube comprises a first collection of planes, each

14 of the planes in the first collection representing, for each of the service offerings of the SLMS and

15 a particular time from among a plurality of times at which the measurements were collected, a

16 service offering metric computed from the measurements collected at the particular time;

17   a second dimension of the geospatial cube comprises a second collection of planes,

18 each of the planes in the second collection representing, for each of the service offerings of the

19 SLMS and a particular value of the service offering metric, each of the plurality of times at which

20 the measurements were collected and at which the particular value occurred for that service

21 offering; and

22   a third dimension of the geospatial cube comprises a third collection of planes,

23 each of the planes in the third collection representing, for each of the plurality of times at which

24 the measurements were collected and a particular one of the service offerings of the SLMS, the

25 service offering metric computed from the measurements collected at that time for the particular

26 one of the service offerings; and

27   computer-usable program code for analyzing the processes of the SLMS by using the

28   constructed cube as input to geospatial operations provided by the geospatially-enabled database

29   system.

1   Claim 28 (new): The computer program product according to Claim 27, wherein the analyzing

2   further comprises comparing the cube to a reference cube that represents allowable values for the

3   service offering metric.

1   Claim 29 (new): The computer program product according to Claim 27, wherein the service

2   offering metric comprises meeting a service offering objective.

1   Claim 30 (new): The computer program product according to Claim 27, wherein the service

2   offering metric comprises failure to meet a service offering objective, and wherein the analyzing

3   further comprises comparing the cube to a reference cube that represents allowable service

4   offering failures for the service offering metric.

1   Claim 31 (new): The computer program product according to Claim 27, wherein the analyzing

2   further comprises invoking at least one of the geospatial operations to drill down from the cube to

3   a particular one of the planes in the first, second, or third collection to obtain information about

4   the plurality of collaborations.

1   Claim 32 (new): The computer program product according to Claim 31, further comprising

2   invoking at least one of the geospatial operations to drill down from the particular one of the

3   planes to obtain information about the plurality of key process indicators.